



**CITY OF ROUND ROCK**  
invites applications for the position of:

# Public Safety Communications Operator

An Equal Opportunity Employer

## SALARY:

Hourly  
\$20.35 - \$25.44

Annually  
\$42,328.00 - \$52,915.20

**OPENING DATE:** 12/10/21

**CLOSING DATE:** 01/10/22 11:59 PM

## DESCRIPTION:

Under general supervision the Public Safety Communications Operator provides police, fire, and animal control response to the public, as well as, non-emergency assistance to citizens as well as interdepartmental and outside agency members.

*Pay range updated to reflect the updated pay scale (effective Dec. 12, 2021).*

## EXAMPLES OF DUTIES:

Shift work in a 24-hour operation, to include working weekends, holidays and on-call; answers both administrative service telephone lines and 911 calls for emergency services; obtains information from callers regarding nature of incident, severity, location, descriptions of individuals; transfer calls to other agencies or departments when necessary; exhibit proper use of 911 system, including text-to-911 and Smart911; utilization of TTY and OMNIXX systems; exercises verbal skills to calm excited or abusive callers, obtains necessary information from callers, relays information to public safety personnel in written format. Listens to calling parties while typing information into dispatch system and listening for updates from other communication personnel.

Utilizes knowledge of city ordinances, city services and departmental procedures to assist department personnel and citizens; utilize a multitude of databases, books, and files to obtain necessary information; create calls for service in a Computer Aided Dispatch (CAD) system for citizens, police, and fire personnel.

Utilizes radio channels and CAD systems to coordinate the work of police and fire personnel, other agencies, on a constant basis and when managing crisis incidents; document events in a records management system; maintain professional radio, telephone and CAD etiquette; maintain awareness of all public safety and emergency units assigned and any resources requested; prioritize events and continually adjust based on incoming calls and changing factors; utilize local/regional mapping; maintain awareness of events handled by other 911 personnel; update incidents with information from callers, officers, and personnel.

Maintains paperwork by processing warrants; enters criminal trespassing warrants, verify warrant entry paperwork free from error, file paper copies in filing cabinets, process rider forms; complete daily shift reports; attends daily shift briefing; maintains awareness of operation plans, enforcement programs and staffing levels.

Assists persons using Telecommunications Device for the Deaf (TDD)

## EXPERIENCE AND TRAINING:

High school diploma or GED equivalent is required.

One (1) year of experience as a 9-1-1- Call Taker / Emergency Services Dispatcher, OR two (2) years of work experience and training that provides required knowledge, skills, and abilities (high volume calls, in-depth problem solving, and priority management) is required.

Experience with Microsoft Word, Excel, and Outlook is required.

Ability to type at least 45 words per minute (WPM) is required.

Ability to work shift work, including days, nights, weekends, and holidays, is required.

## CERTIFICATES AND LICENSES REQUIRED:

Current possession of certifications for TCIC Full Access and TLETS, or the ability to obtain within six (6) months of hire, is required.

Must be able to complete within specified timeframe Criminal Justice Information Services training.

Current possession of, or the ability to obtain within one (1) year of employment, TCOLE license is required.

Valid Texas driver license, or the ability to obtain prior to employment, is required.

Must be able to obtain and maintain required licensure and certification specific to job, completed required training hours mandated at state and local levels, and adhere to federal, state, and departmental regulations regarding Criminal Justice Information Systems.

Texas Public Safety Communications license preferred.

Bilingual (Spanish, Hindi, and or Vietnamese) preferred.

The City of Round Rock operates under the legal doctrine of "employment-at-will" and is an equal opportunity employer. The City values diversity and strives to attract a responsible, qualified and diverse workforce that represents the community that we serve.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.roundrocktexas.gov>

Job #201800827  
PUBLIC SAFETY COMMUNICATIONS OPERATOR  
TB

OUR OFFICE IS LOCATED AT:  
231 E. Main Street  
Suite 100  
Round Rock, TX 78664  
512-218-5490

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### Public Safety Communications Operator Supplemental Questionnaire

- \* 1. Which of the following best describes your education?
  - ☐ Less than High School
  - ☐ High School Diploma or GED
  - ☐ Some College
  - ☐ Associate's Degree
  - ☐ Bachelor's Degree
  - ☐ Master's Degree or higher
- \* 2. Which of the following best describes your experience?
  - ☐ At least one (1) year as a 9-1-1 Call Taker or Emergency Services Dispatcher
  - ☐ At least two (2) years of experience in a position involving high volume calls, in-depth problem solving, and priority management
  - ☐ Neither / none of the above
- \* 3. Do you currently possess both a TCIC Full Access certification and a TLETS certification?
  - ☐ Yes, I currently possess both certifications listed above.
  - ☐ No, but I'm ABLE to obtain within 6 months of employment.
  - ☐ No, and I'm UNABLE to obtain within 6 months of employment.
- \* 4. Have you completed the Criminal Justice Information Services (CJIS) Training?
  - ☐ Yes, I have completed CJIS Training.
  - ☐ No, but I am ABLE to complete within 6 months of employment.
  - ☐ No, and I am UNABLE to complete within 6 months of employment.
- \* 5. Are you currently TCOLE Certified?
  - ☐ Yes
  - ☐ No, but I am ABLE to obtain within 1 year of employment.
  - ☐ No, and I am UNABLE to obtain within 1 year of employment.
- \* 6. This position requires the ability to work flexible hours including days, nights, weekends, holidays, and on-call. Are you able to meet this requirement?
  - ☐ Yes
  - ☐ No
- \* 7. Do you possess a valid Texas Driver License?
  - ☐ Yes
  - ☐ No, but ABLE to obtain prior to employment.
  - ☐ No, and UNABLE to obtain prior to employment.
- \* Required Question